



SORPS IOT CLOUD

User Manual

Remote monitoring portal for SORPS equipment – customer edition

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Read this manual before using the portal and keep it for future reference.

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0	2026-10-21	First issue: online user guide with annotated screenshots.	SORPS
1	2026-10-21	Restructured to IEC/IEEE 82079-1: document control, safety and security information, intended use, system requirements, troubleshooting table, data and privacy, glossary, status reference, numbered figures and tables, company details, page numbering.	SORPS

Approval

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The information in this manual is believed to be accurate at the date of issue. SORPS may change the software and this manual without notice; the current revision is always available at <https://iot.sorpstech.com/manual.html>. Screenshots show demonstration data and may differ slightly from your installation. Printed copies are uncontrolled.

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1 About this manual

1.1 Purpose and scope

This manual explains how customers use the SORPS IoT Cloud web portal to monitor SORPS equipment: viewing live values and equipment status, handling alarms, analysing history, downloading reports and setting up alarm notifications.

It does not cover installation, commissioning or configuration of devices, PLCs or gateways, nor administrator functions; these are carried out by SORPS. For the operation and maintenance of the equipment itself, refer to the equipment's own operation and maintenance manual.

1.2 Intended users

Plant managers, operators, maintenance and quality staff of SORPS customers. No IT or programming knowledge is required. Users should be familiar with using a web browser and with the equipment being monitored.

1.3 Product and version covered

SORPS IoT Cloud web portal, software release 2026.10, accessed at <https://iot.sorpstech.com>. Your company logo and colours may appear in the portal if SORPS has set up customer branding; the functions are the same.

1.4 Related documents

Document	Content
Equipment operation and maintenance manual	Safe operation and maintenance of the monitored SORPS equipment
Online version of this manual	https://iot.sorpstech.com/manual.html (always the current revision)

1.5 Conventions used in this manual

Convention	Meaning
	A button, menu item or label on the screen
Numbered steps 1, 2, 3	Actions to be carried out in the order given
 in figures	Marker in a screenshot; explained in the numbered key below the figure
	Text to be typed exactly as shown
Figure n / Table n	Numbered figures and tables, referred to in the text

Table 1 – Typographic conventions

Safety and other important messages are marked with these signal words:

Signal word	Meaning
 WARNING	A hazardous situation which, if not avoided, could result in death or serious injury.
 CAUTION	A hazardous situation which, if not avoided, could result in minor or moderate injury.
NOTICE	Possible damage to equipment, product or data, or loss of information. Not related to personal injury.
NOTE	Helpful information and tips.

Table 2 – Signal words

2 Safety and security information

2.1 Intended use

SORPS IoT Cloud is intended for the **remote monitoring** of SORPS equipment by authorised users: viewing operating values and status, receiving information about alarms, and evaluating historical data.

2.2 Limitations and foreseeable misuse

⚠ WARNING

The portal is not a safety system. Alarms and notifications are transmitted over the internet and mobile networks and can be delayed or lost (power failure, network outage, device offline, e-mail filtered as spam). Do not rely on the portal or its notifications to protect people, products or processes. Keep all on-site alarms, interlocks and safety devices of the equipment in operation and follow your site's safety procedures.

⚠ CAUTION

Before going to the equipment because of an alarm shown in the portal, follow the safety instructions of the equipment's operation and maintenance manual. A value shown in the portal may be older than the current state on site: check the time of the last update.

NOTICE

Changes to equipment settings (setpoints, start/stop, operating modes) are made only by authorised SORPS engineers. The customer portal does not provide control functions.

2.3 Information security

- Each person uses their **own personal account**. Do not share accounts or passwords.
- Use a strong password of at least 8 characters that you do not use elsewhere, and change it if you suspect misuse.
- Always **log out** on shared or public computers.
- SORPS will never ask for your password by e-mail, telephone or chat. Treat such requests as fraudulent.
- Connections to the portal are encrypted (HTTPS). Check that the browser address bar shows **https://iot.sorpstech.com** with a padlock before entering your password.
- After 5 incorrect password attempts the account is locked for 15 minutes to protect against password guessing.

NOTICE

Inform SORPS immediately when an employee with an account leaves your company, so that the account can be disabled.

3 Product description

3.1 System overview

The PLC of each SORPS machine sends its operating values over a secure internet connection to the SORPS IoT Cloud server. You view them in a web browser on a computer, tablet or phone.

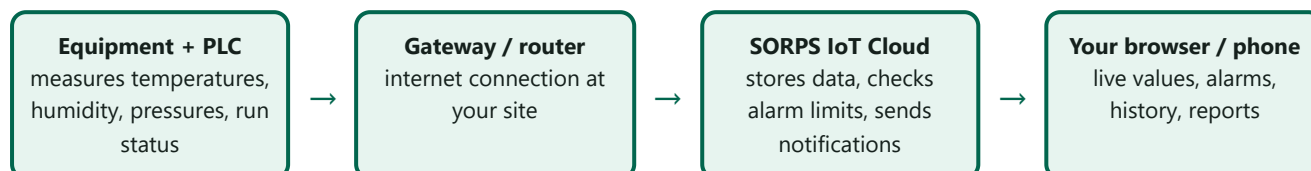


Figure 1 – System overview

3.2 Main functions

Function	Description	Section
Overview and map	All your devices at a glance with status, alarms and location	6.1, 6.2
Live monitoring	Current values, equipment picture, operator-panel view, updated automatically	6.4, 6.7
Alarms	Limit and offline alarms, alarm list, confirmation	6.5
History and trends	Tables and charts of past values, CSV export	6.6
Reports	Excel reports for any period; automatic reports by e-mail on request	6.8
Notifications	Alarm messages by e-mail, SMS or WhatsApp	6.9

Table 3 – Functions of the portal

3.3 User roles

Customer users see only the devices assigned to their account and can use all functions described in this manual. **SORPS administrators** install and configure devices, set alarm limits, manage accounts and access rights, and provide support.

4 System requirements

Item	Requirement
Web browser	Current version of Google Chrome, Microsoft Edge, Mozilla Firefox or Apple Safari (desktop or mobile). JavaScript and cookies must be enabled.
Screen	Computer: 1280 × 720 pixels or more recommended. Phones and tablets are supported.
Internet connection	Any broadband or mobile connection; access to https://iot.sorpstech.com (port 443) must not be blocked by your company firewall.
E-mail	To receive the password-reset link and alarm e-mails; allow messages from sorpstech.com .
Account	Personal user account created by SORPS (e-mail address and initial password).

Table 4 – System requirements

5 Getting started

5.1 Logging in

1. Open **https://iot.sorps.tech.com** in your browser.
2. Enter your e-mail address **1** and password **2**.
3. Click **Log in** **3**. The Overview page opens (section 6.1).

SORPS

IoT Cloud

Live plant data from your PLCs: values, alarms and history for every device, from any browser or phone.

- Real-time monitoring
- Alarms by email, SMS and WhatsApp
- History, trends and CSV export

© SORPS Technologies

Welcome back

Log in to your SORPS IoT account.

Account (email)

Password

Log in

[Forgot password?](#) [User guide](#)

Figure 2 – Login page

- | | |
|---|---|
| 1 E-mail address (your login name) | 2 Password |
| 3 Log in | 4 Forgot password? – reset by e-mail |
| 5 User guide – this manual | |

5.2 Forgotten password and locked account

1. On the login page click **Forgot password?**.
2. Enter your e-mail address and click **Send reset link**.
3. Open the e-mail from SORPS IoT Cloud within **1 hour** and click the link. Check your spam folder if it does not arrive.
4. Enter a new password twice (at least 8 characters) and click **Save new password**. Then log in with the new password.

NOTE

A locked account (after 5 wrong passwords) unlocks automatically after 15 minutes, or immediately when you reset your password.

5.3 Navigating the portal

- The **menu** on the left leads to all pages. On a phone, open it with .
- Top right: **display mode** (automatic / light / dark), your name and role, **change password** (lock icon) and **log out** (arrow icon).
- Confirmations and error messages appear briefly at the top right of the screen.

5.4 Logging out

Click the log-out icon at the top right. Sessions also end automatically after 7 days.

6 Operation

6.1 Overview page

The Overview page appears after logging in and summarises all your devices. It refreshes automatically every 30 seconds.

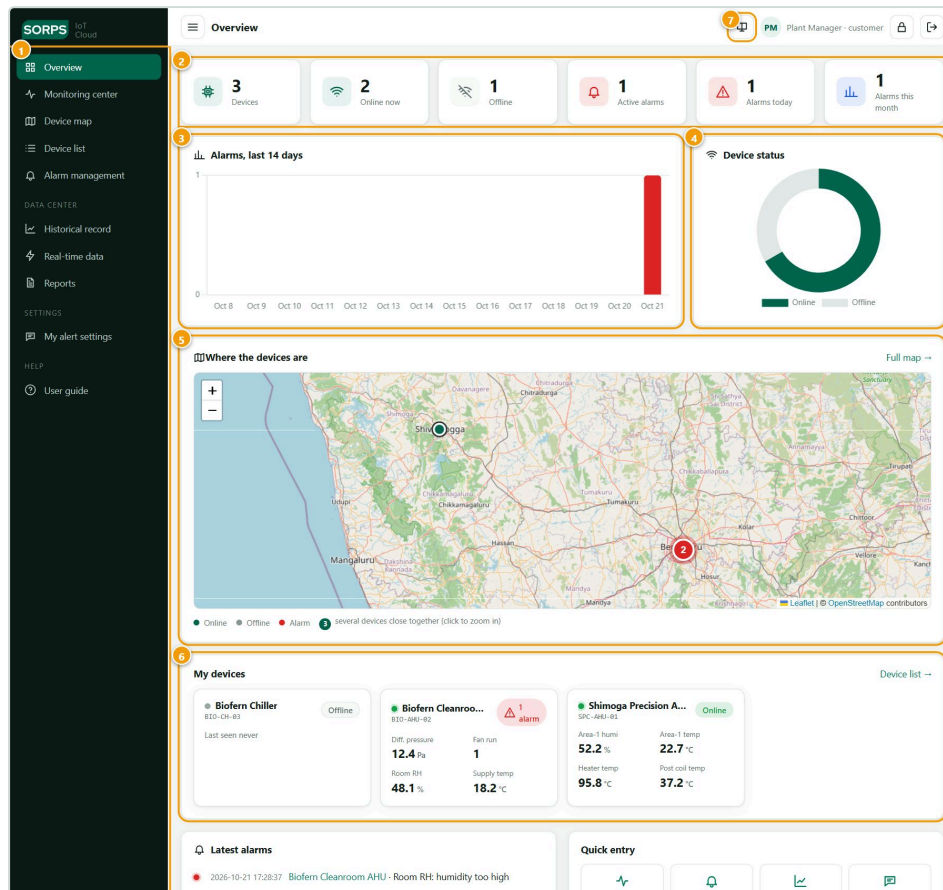


Figure 3 – Overview page

- 1 **Menu**
- 2 **Tiles:** devices, online, offline, active alarms, alarms today / this month
- 3 **Alarms, last 14 days:** one bar per day
- 4 **Device status:** online versus offline
- 5 **Map** of your sites (section 6.2)
- 6 **Device cards** with key live values; click to open
- 7 **Display mode**

6.2 Device map

Menu **Device map** shows the location of your devices.

1. Click a coloured dot to show the device's status and key values.
2. Click **Open device** to go to the device (section 6.4).
3. A **number bubble** stands for several devices close together. Point at it to see how many are online, offline or in alarm; click it to zoom in until the devices separate.

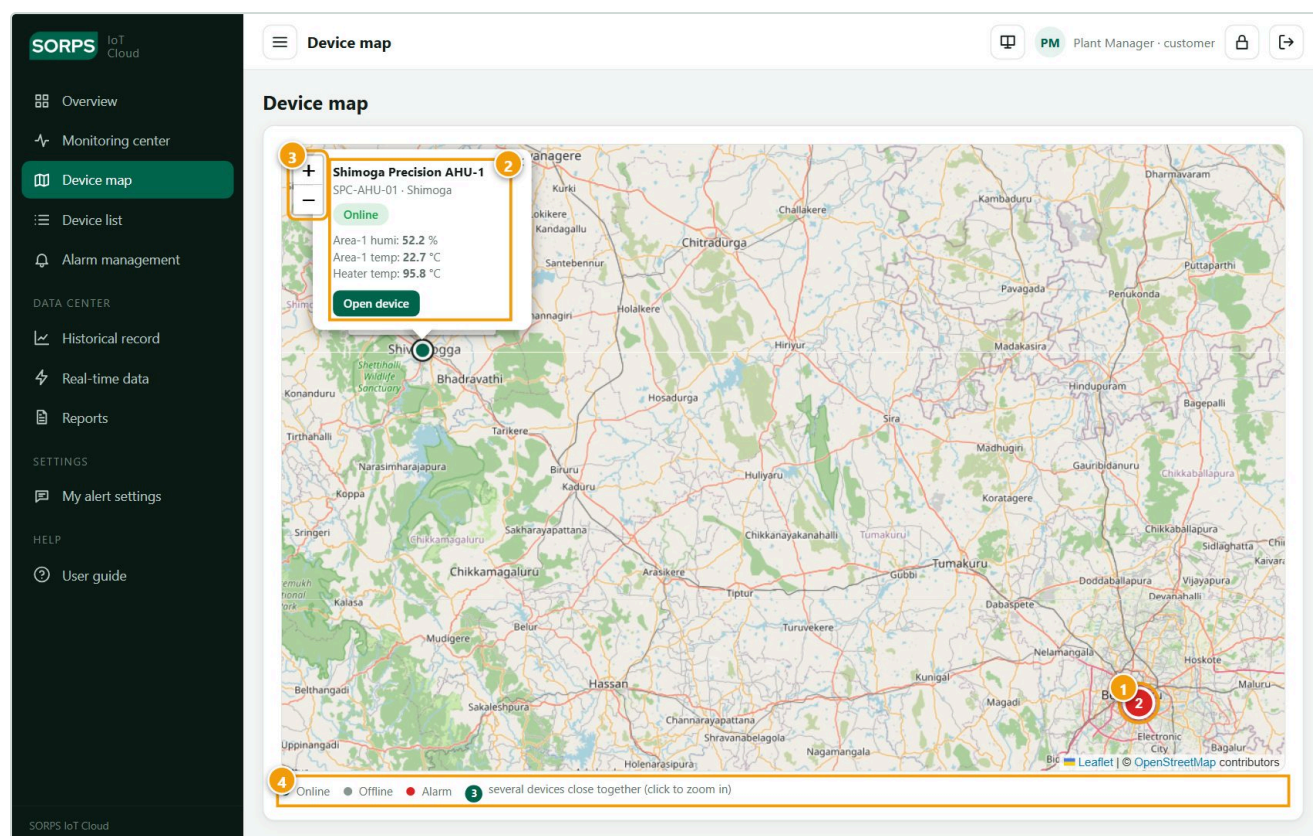


Figure 4 – Device map

- 1 **Number bubble** – 2 devices; red = at least one alarm
 3 **Zoom**

- 2 **Device pop-up** with **Open device**
 4 **Legend**

Colours: see Appendix B. Zoom with + / –, or with the mouse wheel after clicking once on the map.

6.3 Device list

Menu **Device list** lists all your devices; useful when you have many.

1. Type a name, serial number, site or group in the search box, or choose a status.
2. Click the device name or **Open →**.

Device list

1 Search name, serial, site, group...

2 All statuses ▾

3 of 3 devices

STATUS	DEVICE	SERIAL	GROUP	SITE	KEY VALUES	ALARMS	LAST DATA	
Offline	Biofern Chiller	BIO-CH-03	BIOFERN	Bengaluru	—	0	never	Open →
Alarm	Biofern Cleanroom AHU	BIO-AHU-02	BIOFERN	Bengaluru	Diff. pressure 12.4 Pa · Fan run 1	1	0s ago	Open →
Online	Shimoga Precision AHU-1	SPC-AHU-01	Shimoga Precision	Shimoga	Area-1 humi 52.2 % · Area-1 temp 22.7 °C	0	0s ago	Open →

Figure 5 – Device list

- 1 Search

2 Status filter
- 3 Device status

4 Open the device

6.4 Monitoring a device

1. Open menu **Monitoring center**.
2. In the device tree on the left, open a group and click a device.

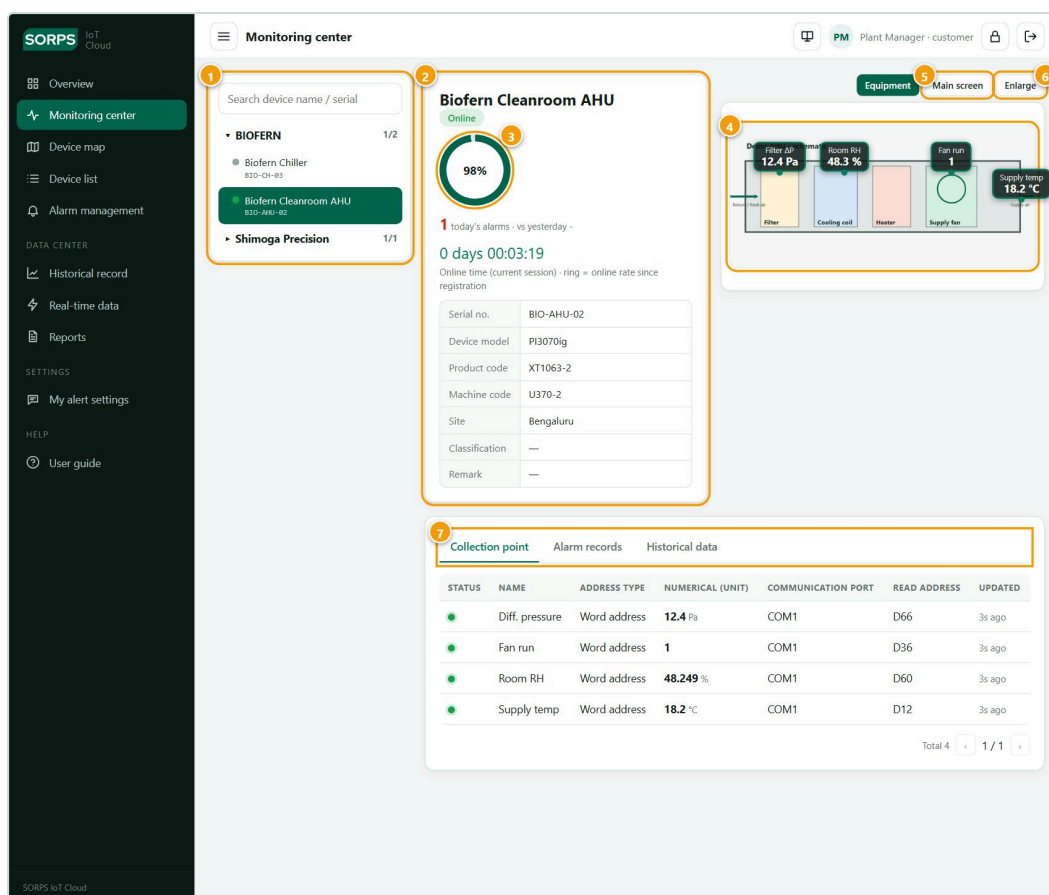


Figure 6 – Monitoring a device

- 1 **Device tree** – online / total per group
- 2 **Device card** – status, alarms today, identification
- 3 **Online rate** since installation
- 4 **Equipment picture** with live values
- 5 **Main screen** view
- 6 **Enlarge** the picture
- 7 **Tabs**

Device card

Online time is the time since the device last connected without interruption. The **online rate** (%) is the share of time the device has been connected since it was installed. Serial number, model, product code and machine code identify the equipment; quote them when contacting SORPS.

Equipment picture and Main screen

If configured by SORPS, a picture of your equipment shows the live values at the sensor positions.

Main screen switches to an operator-panel view of all values. Values update automatically every few seconds.

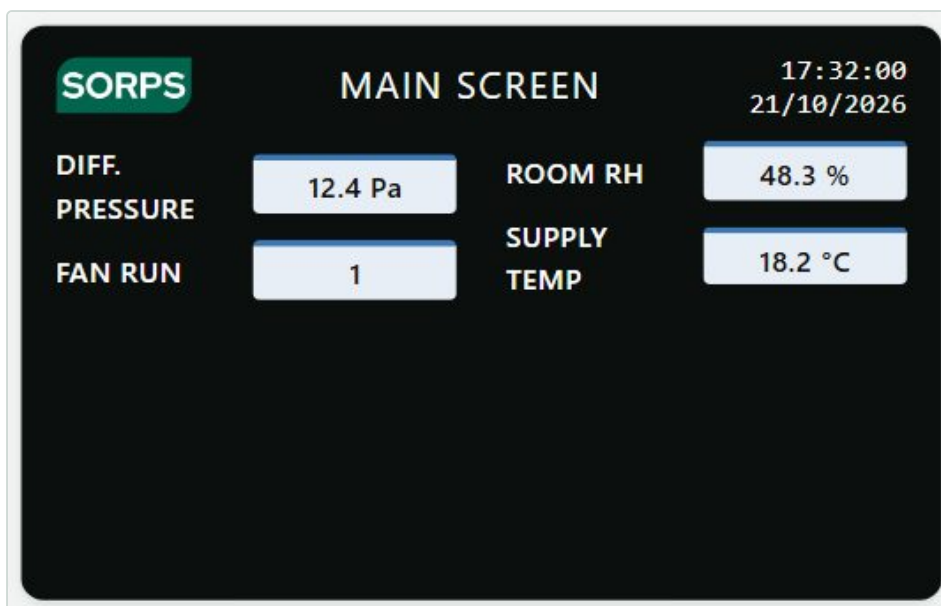


Figure 7 – Main screen view

Collection point tab

Lists every measured value with unit, PLC address and time of the last update.

1 Collection point Alarm records Historical data						
2	STATUS	NAME	ADDRESS TYPE	3 NUMERICAL (UNIT)	COMMUNICATION PORT	4 READ ADDRESS UPDATED
		Diff. pressure	Word address	12.4 Pa	COM1	D66 3s ago
	●	Fan run	Word address	1	COM1	D36 3s ago
	●	Room RH	Word address	48.249 %	COM1	D60 3s ago
	●	Supply temp	Word address	18.2 °C	COM1	D12 3s ago

Total 4 < 1 / 1 >

Figure 8 – Collection point tab

- 1 Collection point tab
- 3 Value with unit

- 2 Green dot – value is current
- 4 Updated – age of the value

6.5 Alarms

An alarm is raised when a value exceeds a limit set by SORPS (for example "Room RH: humidity too high"), or when a device sends no data for a set time ("Device offline"). An alarm clears automatically when the value returns to normal or the device sends data again.

1. Open menu **Alarm management** (or the **Alarm records** tab of a device).
2. Filter by device and status if required.

- Click **Confirm** to record that the alarm has been seen and is being handled. Your name and the time are saved and visible to your colleagues.

Alarm records

1 Device filter: All devices

2 Status filter: All

ALARM TIME	DEVICE	ALARM CONTENT	VALUE	EVENT	CONFIRMED BY	OPERATION
2026-10-21 17:28:37	Biofern Cleanroom AHU	Room RH: humidity too high	48.1	3 Active	—	4 Confirm

Total 1 < 1 / 1 >

Figure 9 – Alarm records

- 1 **Device** filter
- 2 **Status** filter (all / active / cleared)
- 3 **Active** – the condition still exists
- 4 **Confirm**

NOTICE

Confirming an alarm only records that it was seen. It does not change anything on the equipment and does not clear the alarm.

6.6 Historical data and trends

- Open menu **Historical record** and choose the device (or use the **Historical data** tab of a device).
- Tick the values to display.
- Choose **Curve** for a chart or **Sheets** for a table; for tables choose newest first (*Descending*) or oldest first (*Ascending*).
- Set the start and end time, then click **Search**.
- Optional: click **Export CSV** to download the data for Excel.

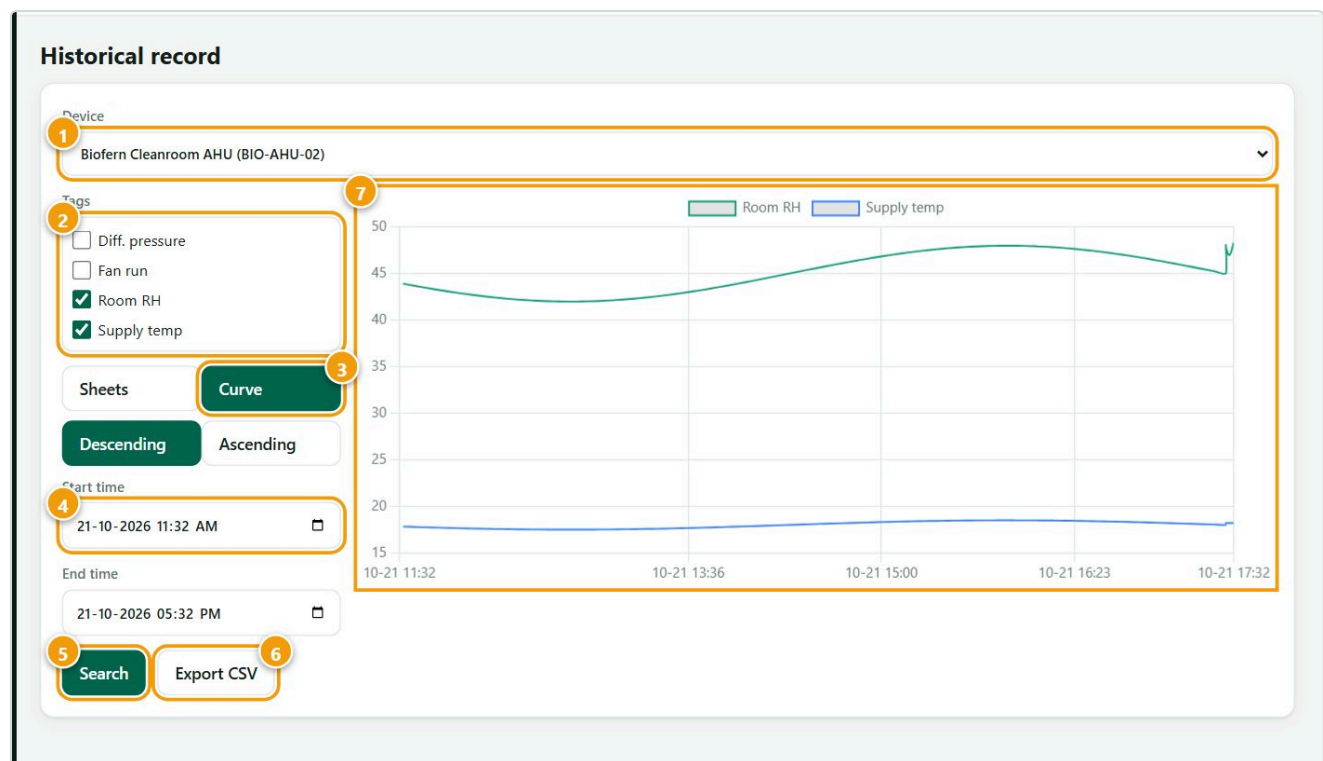


Figure 10 – Historical record (curve)

- 1 Device
- 2 Values to show
- 3 Curve / Sheets
- 4 Start / end time
- 5 Search
- 6 Export CSV
- 7 Chart – point at a line for exact values

NOTE

Values are stored in full detail for 90 days (standard setting); older data is kept as hourly average, minimum and maximum and is marked "(hourly avg)" in tables.

6.7 Real-time data

Menu **Real-time data**: choose a device to see all its values with the exact time of the last reading, updated live.

6.8 Reports

1. Open menu **Reports**.
2. Tick the devices; ticking a group ticks all its devices.
3. Choose the period: yesterday, today so far, last 7 days, last month or a custom period (maximum 93 days).
4. Click **Download .xlsx**.

Download a report (Excel)

Summary (min / average / max / last value per tag), alarm list and hourly data for each device.

Devices

1 ☒ **BIOFERN**

☒ Biofern Chiller BIO-CH-03

☒ Biofern Cleanroom AHU BIO-AHU-02

☐ **Shimoga Precision**

☐ Shimoga Precision AHU-1 SPC-AHU-01

2 **Period**

Yesterday

3 **Download .xlsx**

Figure 11 – Download a report

- 1** **Devices**
- 3** **Download**

- 2** **Period**

Sheet	Content
Summary	Minimum, average, maximum and last value of every measurement, per device
Alarms	All alarms in the period with clearing time and confirmation
One sheet per device	Hourly average values
Info	Report period and creation time

Table 5 – Content of the Excel report

SORPS can also e-mail reports automatically (daily, weekly or monthly). Contact SORPS to set this up (chapter 9).

6.9 Alarm notifications

1. Open menu **My alert settings**.
2. Tick the channels: **E-mail** (sent to your login address), **SMS**, **WhatsApp**.
3. For SMS / WhatsApp enter your mobile number with country code, for example **+919876543210**.
4. Click **Save**.

My alert settings

Get a message when a device you can see raises an alarm. Max 20 messages per channel per hour.

1 **Email**
to plant.manager@example.com

2 **SMS**
— not set up by admin yet

☐ **WhatsApp**
— not set up by admin yet

3 **Phone (international format with +country code)**
+919800000000

4 **Save**

Figure 12 – My alert settings

- | | |
|------------------------|---|
| 1 E-mail | 2 SMS / WhatsApp – when activated by SORPS |
| 3 Mobile number | 4 Save |

You receive one message when an alarm starts on any device you can see. To prevent message floods, at most 20 messages per channel and hour are sent to each person. An example is shown in Appendix C.

⚠ WARNING

Notifications can be delayed or lost. They do not replace on-site alarms and supervision (section 2.2).

6.10 Using mobile devices

The portal adapts to phones and tablets. To add it to the home screen like an app:

- **Android (Chrome):** menu → **Add to Home screen** or **Install app**.
- **iPhone / iPad (Safari):** **Share** → **Add to Home Screen**.

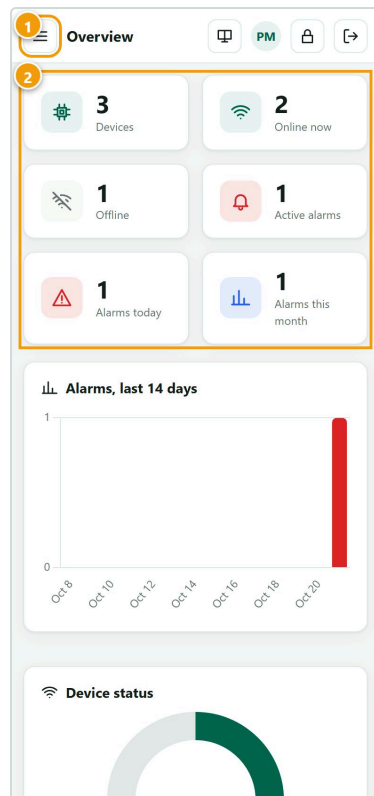


Figure 13 – Phone view

- 1 Menu button
- 2 Tiles

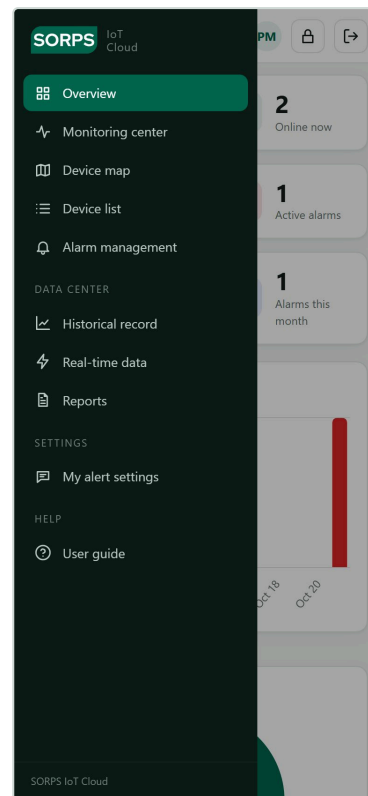


Figure 14 – Menu on a phone

6.11 Account settings

1. Click the lock icon at the top right.
2. Enter your current password, then the new password (at least 8 characters).
3. A confirmation appears at the top right.

Additional accounts for colleagues and changes to access rights are requested from SORPS.

7 Troubleshooting

Symptom	Possible cause	Remedy
Cannot log in: "Wrong account or password"	Typing error; Caps Lock on; wrong e-mail address	Check the entry; use Forgot password? (5.2)
"Account locked ..."	5 incorrect attempts	Wait 15 minutes or reset the password (5.2)
Password-reset e-mail not received	Spam filter; different e-mail address	Check spam folder; wait 5 minutes and try again; contact SORPS
Device shows Offline	No power at the panel; internet / router / SIM failure at site	Check power and network on site (observe the equipment manual); the device returns to Online automatically; contact SORPS if it persists
Values do not change	Device not sending; page not refreshed	Check "Updated" in the Collection point tab (6.4); reload the page (Ctrl + F5)
No alarm e-mail / SMS	Channel not ticked; spam filter; channel not activated; alarm still active (sent only once)	Check My alert settings (6.9) and spam folder; contact SORPS
A device is missing	Device not assigned to your account	Ask SORPS to assign it
Map shows a number instead of dots	Several devices close together	Click the number to zoom in (6.2)
Map is empty or grey	Device location not set; map server blocked by firewall	Ask SORPS to set the location; allow tile.openstreetmap.org
Report download does not start	Download blocked by browser	Allow downloads for iot.sorpstech.com

Table 6 – Troubleshooting

8 Data retention and privacy

- **Operating data** of your equipment is stored on the SORPS IoT Cloud server in India. Detailed values are kept for 90 days (standard setting), hourly summaries thereafter.
- **Alarm records and notification logs** are kept for one year.
- **Personal data** stored for each user: name, e-mail address, company, optional mobile number, alert preferences and a record of logins and actions (operation log). It is used only to operate the service and is not sold or shared with third parties, except service providers needed to deliver e-mail and SMS / WhatsApp messages.
- Passwords are stored only in encrypted (hashed) form; SORPS staff cannot read them.
- Requests for access to, correction or deletion of personal data: contact SORPS (chapter 9).

9 Service and support

Manufacturer / service provider	SORPS Technologies Private Limited B-59, Printech Park, Harohalli Industrial Area 3rd Main Rd, 1st Phase, Kanakapura Bangalore, Karnataka 562112, India
Telephone	+91 97418 51258 · +91 95354 51180 · +91 98807 16097
WhatsApp	+91 97418 51258
E-mail	contact@sorpstech.com (support) · sales@sorpstech.com (sales)
Website	www.sorpstech.com
Business hours	Monday – Saturday, 9:00 – 17:00 IST (UTC+5:30)

Table 7 – Contact information

When contacting SORPS, please state:

- your company name and your login e-mail address;
- device name and serial number (shown on the device card);
- a description of the problem with date and time, and a screenshot if possible.

Appendix A – Glossary and abbreviations

Term	Meaning
Alarm	Message raised when a value exceeds its limit or a device is offline
Collection point	A measured value (tag) of a device, e.g. a temperature
Confirm	Record that an alarm has been seen and is being handled
CSV	Comma-separated values; file format readable by Excel
Device	A monitored machine or panel, identified by its serial number
Gateway	Device that connects the PLC to the internet
HTTPS	Encrypted connection between browser and server
IoT	Internet of Things
Offline / Online	Device has / has not sent data recently
Online rate	Share of time a device has been connected since installation
PLC	Programmable logic controller of the equipment
Portal	The SORPS IoT Cloud website
RH	Relative humidity
Tag	Name of a value sent by the PLC
ΔP	Differential pressure

Table 8 – Glossary and abbreviations

Appendix B – Status indicators

Indicator	Meaning
 Green dot / "Online"	Device connected; data is current
 Grey dot / "Offline"	No data received recently
 Red dot (pulsing) / "Alarm"	Device has at least one active alarm
 Number bubble on the map	Several devices close together; colour = most urgent status inside
Active	Alarm condition still exists
Cleared (with time)	Alarm condition has ended
Green / red message, top right	Action completed / error

Table 9 – Status indicators

Appendix C – Example alarm notification

Subject	ALARM: Biofern Cleanroom AHU - Room RH: humidity too high
Message	Device: Biofern Cleanroom AHU (BIO-AHU-02) Alarm: Room RH: humidity too high Value: 48.1 Time: 21/10/2026, 5:28:37 pm https://iot.sorpstech.com/#/monitor/2

Table 10 – Example of an alarm e-mail (SMS / WhatsApp contain the same text)



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